

RADIO DISPATCHER SUPERVISOR

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible position in the communications division of the police department, the primary duties of which involve the supervision of Radio Dispatchers, providing training and monitoring work performance, as well as performing regular dispatching duties as necessary. The incumbent of this class supervises the preparation and maintenance of division records and reports, and provides for the general care and use of departmental communications equipment. The employee of this class receives general instructions and performs independently in most areas. The Radio Dispatcher Supervisor reports to and has work reviewed by a superior officer as designated by the Police Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Supervises Radio Dispatchers in the performance of dispatching duties. Provides technical assistance to subordinates. Prepares training materials. Provides instruction in areas related to dispatching. Conducts on-the-job training in departmental dispatch procedures and the operation and use of communications equipment. Delegates authority to subordinates for the more effective operation of the division. Evaluates work performance of subordinates and writes employee evaluation reports. Counsels employees who are experiencing work problems and discusses work performance. Recommends disciplinary action to superiors. Resolves employee complaints and grievances. Inspects the appearance of equipment and personnel. Holds meetings with subordinates.

Assist in answering emergency and non-emergency telephones for the police department and 911 system, taking appropriate action as designated by department policy. Receives complaints over the telephone or from other sources, taking as much information as possible from caller such as name, address, nature of problem, and any other information required by departmental procedures. Enters all complaints and related information into computer by use of computer keyboard, using appropriate codes and signals. Dispatches units following departmental procedures. Keeps track of the location and status of emergency units at all times using the computer-aided dispatching (CAD) display. Takes requests from units and provides for requested assistance following

departmental procedure. Watches or listens to monitors registering burglar alarms and follows established procedures when such alarms are received. Performs any tasks which are required to comply with FCC regulations.

Supervises the preparation and maintenance of division records and reports by reviewing records completed by subordinates and periodically inspecting systems and facilities for maintaining such. Develops new forms or revises old ones in order to improve accuracy and efficiency of documentation. Compiles and analyzes data needed for reports and writes reports concerning division operations. Provides for and insures that accurate division records are maintained. Retrieves information from records for any persons authorized to request such information. Writes letters in answer to written or oral requests addressed to the communications division or as needed to handle problems or to address other needs of the communications division. Personally completes any departmental forms and records as required.

Operates computer keyboard and uses designated computer codes to send or receive messages concerning drivers licenses, runaways, criminal records, or related matters from NCIC or other law enforcement agencies. Notifies special units of agencies designated by departmental procedures in special or emergency situations.

Supervises the general care, maintenance, and use of departmental communications equipment. Tests phone system and verifies that tests were performed by subordinates. Provides for the repair of any malfunctioning communications equipment according to department procedure and ensures that repairs were properly accomplished.

Gathers information to be used in compiling budgets. Recommends the purchase of equipment and supplies, keeping such purchases within the established budget. Orders and disburses supplies and equipment as needed within the division.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and

administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.

Must have at least four (4) years of experience operating police communications equipment in the police communications division of a full-time paid police department.